

# **CITY COUNCIL AGENDA**

## **COUNCIL STUDY SESSION ON SERVICE DELIVERY MODELS**

**JANUARY 12, 2006**

LINDA J. LE ZOTTE  
FORREST WILLIAMS  
CINDY CHAVEZ, VICE MAYOR  
CHUCK REED  
NORA CAMPOS

DISTRICT 1  
DISTRICT 2  
DISTRICT 3  
DISTRICT 4  
DISTRICT 5

RON GONZALES MAYOR

KEN YEAGER  
MADISON P. NGUYEN  
DAVID D. CORTESE  
JUDY CHIRCO  
NANCY PYLE

DISTRICT 6  
DISTRICT 7  
DISTRICT 8  
DISTRICT 9  
DISTRICT 10

Welcome to the San José City Council meeting!

**Agendas and Staff Reports for City Council items may be viewed on the Internet at**  
**[www.sanjoseca.gov/clerk/agenda.asp](http://www.sanjoseca.gov/clerk/agenda.asp)**

**To arrange an accommodation under the Americans with Disabilities Act to participate in this public meeting, please call (408) 535-1260 or (408) 294-9337 (TTY) at least two business days before the meeting.**

- Call to Order and Roll Call

**8:00 a.m. – Room W120, San José City Hall**

- Pledge of Allegiance

## **CITY COUNCIL STUDY SESSION**

Background Materials:

1. [Mayor's Memo](#)
2. [New Realities Task Force Report](#)
3. [City Auditor's Semi-Annual Report on Outstanding Recommendations](#)

8:00 – 11:45 a.m. Morning Session, Room W120

### **1. Overview Presentations**

- a) Presentation by the City Manager and Budget Director on the factors affecting the City of San José's service delivery and examples of successful service delivery model changes.*
- b) Presentation by the City Auditor on previously-identified options for service delivery.*

### **2. Outside Perspectives Panel**

*Ted Gaebler, City Manager for the City of Rancho Cordova, California, and co-author of "Reinventing Government" and Dick Tracy, retired Director of Audits for the City of Portland, Oregon, will present their perspectives on service model evaluation and implementation.*

**3. Employee Panel**

[Employee Input Re: Alternative Service Delivery](#)

*Employees discuss their ideas for improvements and changes to service delivery models*

**4. Public Comments**

**11:45 a.m. – 1:00 p.m. Lunch Break**

**1:00 – 5:00 p.m. Afternoon Session, Room W120**

**5. Council Discussion**

*Brainstorming session on ways to evaluate the performance of service delivery models and ideas for improving the quality and effectiveness of services.*

**6. Public Comments**

**7. Adjourn**